



Family/Student Concern Procedure

If a student and/or their family encounters a specific problem or concern during the school year, the following step(s) should be taken:

Step 1	Contact the employee with whom the problem was encountered.																					
Step 2	If the problem was not resolved in Step 1, call or email the lead administrator to make an appointment for a meeting by phone, Zoom, or in-person. Please note that all lead administrators can be reached by phone at 215-387-5149. <table><tr><th>Department</th><th>High School</th><th>Middle School</th></tr><tr><td>Enrollment & Attendance</td><td>Janet Ortiz jortiz@boyslatin.org</td><td>Janet Ortiz jortiz@boyslatin.org</td></tr><tr><td>Special Education</td><td>Lynette Shaki lshaki@boyslatin.org</td><td>Ashley Galanti agalanti@boyslatin.org</td></tr><tr><td>Academics, Operations & Culture</td><td>Lance Goodwin lgoodwin@boyslatin.org</td><td>Andre James ajames@boyslatin.org</td></tr><tr><td>Athletics</td><td>Marcus Fulton mfulton@boyslatin.org</td><td>Marcus Fulton mfulton@boyslatin.org</td></tr><tr><td>Health</td><td>Ruth Gonzalez rgonzalez@boyslatin.org</td><td>Ruth Gonzalez rgonzalez@boyslatin.org</td></tr><tr><td>Technology</td><td>Rich Gonzalez richgonz@boyslatin.org</td><td>Jack Smith jack.smith@boyslatin.org</td></tr></table>	Department	High School	Middle School	Enrollment & Attendance	Janet Ortiz jortiz@boyslatin.org	Janet Ortiz jortiz@boyslatin.org	Special Education	Lynette Shaki lshaki@boyslatin.org	Ashley Galanti agalanti@boyslatin.org	Academics, Operations & Culture	Lance Goodwin lgoodwin@boyslatin.org	Andre James ajames@boyslatin.org	Athletics	Marcus Fulton mfulton@boyslatin.org	Marcus Fulton mfulton@boyslatin.org	Health	Ruth Gonzalez rgonzalez@boyslatin.org	Ruth Gonzalez rgonzalez@boyslatin.org	Technology	Rich Gonzalez richgonz@boyslatin.org	Jack Smith jack.smith@boyslatin.org
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Step 3	If, after talking with the lead administrator, you feel you need further assistance call or email the school principal to make an appointment for a meeting by phone, zoom, or in-person. <table><tr><th>High School</th><th>Middle School</th></tr><tr><td>Robert Parker rparker@boyslatin.org</td><td>Michael Sanford msanford@boyslatin.org</td></tr></table>	High School	Middle School	Robert Parker rparker@boyslatin.org	Michael Sanford msanford@boyslatin.org																	
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Step 4	If, after talking with the school principal, you feel you need further assistance call or email the Chief Executive Officer, Dr. William Hayes at 215-387-5149 or whayes@boyslatin.org, to make an appointment for a meeting by phone, zoom, or in-person.																					